Question and Answers for
Statement of Work (SOW) For Technology Services
5-23-12

Issued By Minnesota Department of Employment and Economic Development (DEED)
Project Title: Expand Online Self-Services
Service Category: Architecture Planning & Assessment–Technical

	Question	**Response**
1	Is there a performance metric defined? If not, are there any load statistics (how many total and concurrent users etc…)	There is currently no predefined performance metric. We do however have load statistics around user volume and activities.
2	What are the enterprise and DEED security requirements that must be met by the proposed solution?	The Enterprise Security Policies and Standards can be found under the following site: http://mn.gov/oet/policies-and-standards/information-security/
3	a. How ready is the team for Agile? In what stage are they in adopting agile/scrum? b. Do DEED project team members have any prior experience utilizing SCRUM/Agile methodology? If so, please describe experience/training they have in this methodology. If not, have the team members received any training on SCRUM/Agile?	A few team members have previous experience with SCRUM. Most team members have an awareness of the DEED standard set of Scrum tools and procedures due to MN DEED having a peer project team using SCRUM for over a year. Most team members have not had training on SCRUM/Agile beyond a one hour introduction to SCRUM.
4	a. Please confirm DEED will provide selected resources with work space, and all necessary hardware/software and laptop/desktop computers to perform the responsibilities outlined in this SOW. b. Will DEED provide office space, computer, phone for this assignment?	DEED will provide selected resources with work space, and all necessary hardware/software and laptop/desktop computers to perform the responsibilities outlined in this SOW.
5	Please confirm whether selected vendor will be paid on an hourly basis for services provided under this contract, based on DEED approved contractor time sheets, or if selected vendor will be paid based on completed/signed-off deliverables?	The selected vendor will be paid on an hourly basis for services provided under this contract, based on DEED approved contractor time sheets.
6	Please confirm that a DEED Project Manager will be responsible for directing the selected vendor's resource(s) work tasks/assignments?	A DEED Project Manager will be responsible for directing the selected vendor's resource(s) work tasks/assignments

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7	Is there an incumbent vendor who is currently, or has previously, been engaged to perform duties similar to the work outlined in this SOW? If yes, who is the incumbent vendor?	Intertech, Inc. is currently engaged to perform similar duties.
8	Pertaining to assignment deliverable #3, does a centralized identity management system already exist at MN.IT? If so, what vendor product(s) have been used to implement that centralized identity management system? If not, does MN.IT expect the selected vendor to evaluate, prototype, and/or recommend products for a centralized identity management system as part of the Expand Online Self-Services project?	There is a centralized identity management system. The IAM product standard is the Oracle Enterprise Suite of products: Oracle Adaptive Access Manager, Identity and Access Management Suite Plus, Identity Analytics, and Identity Manager Connectors. Thus, this engagement will not include evaluating, prototyping and/or recommending IAM products.
9	a. Does DEED have a pre-determined/allocated budget (either hourly billing rate or total project cost) for these positions? If yes, can you please share the budgeted amount? b. What is the budget for this position? What is the hourly rate for this position?	The budget allows for the resource to work 40 hours per week within the anticipated Assignment Schedule as stated in the SOW: June 25, 2012 thru June 24, 2013. The budget allows for an hourly rate not to exceed the Maximum Hourly Rates for the 902TS Architecture Planning & Assessment – Technical category.
10	a. Please confirm that the anticipated utilization of selected resource(s) will be full-time 40 hours per week (excluding State holidays) for the duration of the contract? If no, please provide anticipated utilization? b. Is the anticipated utilization of this resource 40 hours per week for the duration of the project? If not, please provide anticipated hours per week?	The anticipated utilization of the resource is 40 hours per week.
11	Will selected vendor resource(s) be required to perform off-hours, on-call support work?	The expected work hours are as stated in the SOW under Agency Project Requirements*:* Work will be completed at DEED's First National Bank office in St. Paul, MN within core business hours of 8:00 am to 5:00 pm, excluding holidays

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12	In the skills matrix in Section 2 "Experience & Resume", the candidates are to list "Assignments & years from Resume which fulfill requirement". Do you want the name of the assignment/employer and dates; or do you want name of the assignment/employer, dates and brief description?	Include the name of the name of the assignment/employer, dates and brief description.
13	Will the resource be required to travel to other DEED/state of Minnesota locations for meetings? If so, will DEED cover expenses for travel outside the primary office location for the consultant?	Travel to other DEED or partner locations is not a requirement.
14	Was the current CRS system built by DEED? If so does DEED prefer a custom built solution vs. a packaged or best-of-breed product?	The current system was built by a vendor; however DEED has possession of source code for the application. DEED has a preference for custom built solution as stated in the SOW under Business Need section 3: "MN DEED intends to leverage MinnesotaWorks.net as the foundation upon which CRS services and other online self-services will be built."
15	Would DEED consider more than one vendor to deliver on this project in order to meet the various required skill-sets?	DEED is seeking a resource (one person) to perform the responsibilities outlined in this SOW.
16	Can you describe in greater detail the importance of the linkages between the Unemployment Insurance system and MinnesotaWorks.net	UI and WDD (Workforce Development Division) leadership is committed to collaboration that results in expanding online self-services for job seekers and employers. The importance of the UI Linkages to MinnesotaWorks.net is in the respect that UI applicants are Job Seekers who will benefit from the services provided by the Minnesota Workforce Centers and MinnesotaWorks.net such as Career Exploration, Managing Resumes, Searching for Job, and Preparing to Interview.